

Frequently Asked Questions for BlackBerry

1. **Q. Why does my BlackBerry run out of power after one day?**


A. A BlackBerry does more when "idle", than a normal cell phone, so it will use more power than a normal cell phone. The BlackBerry will use power each time it synchronizes with the mail server. It is recommended to recharge the BlackBerry daily.

2. **Q. How long does it take to charge my BlackBerry?**

A. It can take as long as 5 hours to charge a BlackBerry battery the first time. If the battery is completely drained, the same amount of time can be required to recharge it. It is recommended that you do not allow the battery to drain completely, and that you connect it to a charger until fully charged every day.

3. **Q. How can I reset my BlackBerry, and when do I need to do it?**

A. When a BlackBerry is out of range of the Nextel network, it can stop trying to contact the network. If this happens, you will need to use the **soft reset** procedure:

- Press **Alt-Right Shift-Del**
(The **Del** key is also the **Backspace** key.)
- The screen will go blank, and an hourglass will appear. **Wait** for the hourglass to go away.
- The Nextel startup screen will appear. **Wait** for it to go away.
- A screen that says **Verifying Security Software** will appear. **Wait** for it to go away.
- Check the **Radio Tower** icon. If you see **this icon**  , **click** it to turn on the wireless service.

Sometimes, the BlackBerry might report an internal error message and instruct you to press **R** to perform a reset. If it does so, follow the on-screen instruction.



If your BlackBerry doesn't respond when you press keys or use the trackwheel, you may need to use the **hard reset** procedure. A reset hole is located on the back of the BlackBerry.

- Remove the cover from the battery compartment. You do **not** have to remove the battery.
- Find the hole labeled **RESET**.
- Insert one end of a paper clip into the RESET hole to press the reset button.
- Replace the battery cover.

If these procedures do not solve your problem, or if you have further questions about your BlackBerry, call the DIT Client Service Center at 241-9700, or 1-800-968-2644.

4. **Q. Why is my BlackBerry not synchronizing over the wireless network?**

A. Several factors enter into whether the BlackBerry can synchronize with your email and calendar. Wireless service must be turned on. You must be in a coverage area for Nextel. Port 80 on the DMZ must be active: it is sometimes blocked due to virus activity. Your actual email server must be up and running. Finally, the Notify Technology server must be up and running.

5. **Q. How do I synchronize my BlackBerry with my GroupWise address book?**

A. DIT sets up BlackBerry devices to synchronize with the GroupWise address book (tab) that matches your GroupWise user name. You can add names to this address book, and replace your BlackBerry Contacts list with it. If you want a name to appear in the Contacts List on your BlackBerry:

- a. Run GroupWise on your desktop.
- b. Open the Address Book
- c. Find the name you want in any address book it appears in.
- d. Right click the name, and choose **Copy To...**
- e. Select the Address Book to copy the name to. (the book with **your name**)
- f. Click **OK**.
- g. Turn on the BlackBerry.



- h. Click the email icon.

Email

- i. Click again to open the email menu.
- j. On the menu, scroll down to **OTA Load**. (This stands for "Over The Air" Load.) Click it.
- k. Your screen will show **Load Type**:
 - If the Load Type shown is **not Contacts**, click once, scroll to **Change Option**, and click. On the next menu, scroll to **Contacts**, and click it. Click one more time, then go to step L.
 - If the Load Type shown is **Contacts**, click once, and go to step L.
- l. On the menu that appears, click **Select**.
- m. You will see a screen that says "All contacts will be removed from the device. Continue?" If you click **Yes**, you will erase the Contacts list from the BlackBerry, and replace it with the current contents of your address book. If you click **No**, you will cancel the operation. Make your choice.

6. Q. Why do email messages and calendar items appear on my PDA but not on my BlackBerry?

A. Your BlackBerry synchronizes with the mail and calendar in your GroupWise email box. If you download email or calendar items to a PDA (Palm, PocketPC, etc.), this can remove them from the actual mail box. If this happens, your BlackBerry will notice that the items are missing when it next synchronizes, which will cause the BlackBerry to "forget" those items. It is recommended that you use **either** a PDA **or** a BlackBerry to have off line access to email and calendar, but **do not** use both devices for this purpose.

7. Q. How do I set the ring tone for my BlackBerry?

A. BlackBerry calls them tunes. To change yours, do this:

- a. On the **Home Screen**, scroll to the **Profiles** icon, and click it. (It looks like a **loudspeaker**.)
- b. There are four profiles (Loud, Discreet, Quiet, and Default). The currently **active** profile will be **bold**, and will have the word **On** next to it, in **parentheses**. Click the **profile** you wish to change the tune for.
- c. On the menu that appears, scroll to **Edit**. Click it.
- d. On the next screen, scroll to **Phone**. Click it, and a **menu** will appear in the upper right corner of the screen. Click **Edit** on that menu.
- e. You can set two **Tune** choices: one for **Out of Holster**, and one for **In Holster**. Scroll to the tune choice you want to change and click it. Click **Change Option**.
- f. A **menu** of available tunes will appear. The currently active tune will be highlighted. If you scroll to other tunes in the list, those tunes will play. **Scroll** through the list, **find** a tune you like, and click it. That tune will now show as the tune for In or Out of Holster, whichever you selected.
- g. Click the tune again, and click **Save**. The change is now in effect. Press the **Escape** key twice to return to the Home Screen.

8. Q. I made an icon disappear from the Home Screen. How do I get it back?

A. You can hide any icon on the Home Screen. You can also bring it back.

To **hide an icon**:

- a. On the Home Screen, roll to an icon.
- b. Press the **Alt** key.
- c. Click the icon.
- d. Scroll to **Hide Icon**, and click.

To **bring an icon back**:

- a. On the Home Screen, press the **Alt** key.
- b. Click the track wheel.
- c. Scroll to **Show All**, and click.

- d. The icon that was hidden will appear, but it will have an **X** through it. **Scroll** to the icon, press the **Alt** key and **click** the icon.
 - e. The menu that appears will show Hide Icon with a check next to it. Scroll to **Hide Icon**, and **click** it. The X through the icon will go away.
 - f. Press the **Alt** key, **click** the track wheel, and **click Show All**. The BlackBerry is now back to normal display.
9. **Q. The icons I use the most are in different rows on the Home Screen. Can I move them?**
- A. As you use your BlackBerry, you may find it useful to **move** the icons you use the most to the top row of the Home screen. All the icons can be moved.
1. Use the track wheel to navigate to the **icon**.
 2. Press the **Alt key**, then **click** the track wheel.
 3. You will see a pop up **menu** with several functions. Roll to the choice that says **MOVE ICON**, and **click** the track wheel.
 4. The icon will now be selected. **Roll** the track wheel to move the icon to a new position on the screen. When the icon is where you want it, **click** the track wheel to drop the icon.

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